



**Arizona Department of Health Services
Office for Children with Special Health Care Needs
Integrated Services Grant**



**ISG – Cultural Competency
August 15, 2007
Meeting Minutes**

Attendees: N. Burton Attico, MD, Roy Dawson, Renaldo Fowler, Cozetta LaMore, Denise Marenah, Teresita Oaks, Gloria Payne, Kim Russell, Lillie Sly, Denis Viri, PhD, Jill Wendt

MEETING ITEM	SPEAKER	DISCUSSION	ACTION ITEMS
Welcome/Introductions	Jill Wendt ADHS- OCSHCN	Ms. Wendt, Office for Children with Special Health Care Needs (OCSHCN), welcomed committee members and introductions were made around the room. New member Denise Marenah, MSW, from the Governors Council on Spinal Head Injury is a new addition to the committee.	
Review of 6-20-07 Meeting Minutes	Jill Wendt	Members reviewed the 6-20-07 minutes. They were approved with no changes.	
Special Presentation	Kim Russell ADHS- BHSD	<p>Kim Russell, presented on Arizona Native American Community Development Program a new program to Arizona Department of Health Services located within the Bureau of Health Systems Development. Their goal is to improve the development and accessibility of primary health care for Native American people throughout Arizona. Concentrating on areas of resource development, advocacy, community development and planning, training and technical assistance, outreach, assessment, and coalition building.</p> <p>The Health Resources and Services Administration (HRSA) began providing funds and collaborating with the Arizona Department of Health Services, through an Arizona Cooperative Agreement. To provide the delivery of primary care support services to</p>	

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		<p>Arizona's Native American population. ADHS, HRSA, and three Indian Health Service (IHS) Area Offices joined resulting in the contribution of additional resources by IHS to ADHS.</p> <p>Ms. Russell works with the systems development. Her concentration areas are resource development (resource directory) which identifies needs and connects the communities with resources, as well as outreach efforts. She also works with preventive health and helps communities obtain resources. Marnie Hodahkwen (mhodahkwen@az.gov) is the policy advisor of tribal affairs and the liaison for Governors office.</p> <p>Training and technical assistance include basic grant writing workshops for Native American communities. The next workshop will be October 2007 in Tucson.</p> <p>Kim will work with Jill Wendt and Dr. Molina on Native American recommendations for the Cultural Competency Committee. Denise Marenah also offers her help with the Governors Council on Spinal Head Injury. Possible recommendation: When we work with Native American communities mandate travel to them in order to offer training and services. There are distinct differences among tribes and communities, and recruitment would be necessary to provide a collective prospective.</p> <p>Please contact Kim Russell for additional information russelk@azdhs.gov or (602) 542-1219 http://www.azdhs.gov/hsd/nativeamerican/index.htm</p>	
Discussion on DRAFT Committee Recommendations	All	<p>Basic starting points for committee recommendations</p> <p>Focus: Critical Barriers that prohibit access to services</p> <p>Committee Recommendations #1</p>	<ul style="list-style-type: none"> Lillie will provide a problem statement describing the need for a mandatory

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		<p><u>Problem Statement:</u> Many organizations and agencies do not incorporate cultural competency standards in their contracts and if they do, the language and terms vary.</p> <p>Discussion: -State should have standardized definitions of terms -Guidance on operationalizing -Need to define what cultural competency will look like, for example we need to look at the issue of providing services that are inclusive and responsive to the communities we serve. Right now it may not necessarily trickle down through program implementation to the communities -Monitoring is key</p> <p>Committee Recommendations #2 <u>Problem Statement:</u> Many organizations and agencies have different levels and offices that address complaints & concerns. Since issues around diversity and culture are often of a sensitive nature, it is often difficult to determine where and when to voice concerns, complaints, or suggestions where to voice such complaints and concerns. Additionally, when the public voices a concern, how will State respond?</p> <p>Committee Recommendations #3 <u>Problem Statement:</u> Training among State agencies and contractors vary regarding cultural competency.</p> <p>Discussion: -Talked about combining #1 & #3- but group decided to keep them separate. Training and contracts should be kept separate. If you put them together, we might lose the</p>	universal state agency employee training on cultural competency.

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		<p>focus.</p> <ul style="list-style-type: none"> -Contractors should come with the necessary skills, and agencies should not be responsible in training them -State needs to diversify outreach efforts in order to raise awareness and recruit diverse contractors, as currently the same organizations respond to the RFP system as they know how to write and respond to them. 	
Task Force Meeting Volunteer Needed	All	Denise Marenah will represent the Cultural Competency Committee at the August 22 Task Force meeting.	
Items from the floor		None	
Next Meeting		<p>Wednesday, October 17, 2007 1pm-3pm</p> <p>Arizona Department of Health Services,</p> <p>150 North 18th Avenue, Room 345 A</p>	